



## **Visitor Engagement Assistant**

MOCA TUCSON INSPIRES NEW WAYS OF THINKING THROUGH THE CULTIVATION, INTERPRETATION, AND EXHIBITION OF CONTEMPORARY ART. Established by artists in 1997, MOCA is Tucson's and the Sonoran Desert's only museum devoted exclusively to contemporary art from around the globe.

### **SCOPE AND RESPONSIBILITIES**

The Visitor Engagement Assistant is an hourly staff position reporting to the Engagement Coordinator. The Visitor Engagement Assistant will manage the front desk during weekend open hours serving as the public face of the museum by greeting visitors, providing information about exhibitions, and assisting with MOCAShop sales.

### **RESPONSIBILITIES:**

- Greet and orient visitors to the museum
- Provide amiable and efficient customer service
- Use Customer Relationship Management (CRM) software
- Assist visitors with membership sign-ups
- Respond to visitor inquiries (email, phone, and in-person)
- Contribute to gallery upkeep and exhibition maintenance
- Facilitate MOCAShop Sales
- Update MOCAShop inventory
- Open the museum and do any opening exhibition work
- Closing the museum on weekend evenings
- Administrative and data-entry duties may be assigned as needed
- Staff events as needed

### **QUALIFICATIONS**

- Excellent interpersonal communication skills
- Ability to prioritize and multitask
- Knowledge of cash management procedures and customer services standards
- Retail and merchandising experience preferred
- Experience on Mac and PC Platforms
- Demonstrated professional public presence and knowledge of/interest in contemporary art and design
- Care and understanding of Tucson's and the Sonoran Desert's diverse communities and histories, with an emphasis on accommodating and welcoming all visitors
- Fluent written and verbal communication in both English and Spanish preferred
- Experience with Customer Relationship Management (CRM) systems preferred

### **LOGISTICS**

Approx 15 hours a week working open weekend hours. May work museum events as needed. \$16 per hour. Send letter of interest or resume to [Carrie@moca-tucson.org](mailto:Carrie@moca-tucson.org)